

Position Requirements Document Cover Sheet**Position Number: 13836****Classification:** Deputy Customer Support Executive, NH-0301-IV**Local Title:** Deputy Customer Support Executive**Employing Office Location:** Orlando, Florida**Duty Station:** Orlando, FL**Org Info:** Agency: Assistant Secretary of the Army (Acquisition, Logistics and Technology) ASA(ALT)1st Div: Program Executive Office, Simulation, Training and Instrumentation (PEO STRI)2nd Div: Customer Support Group3rd Div:4th Div:

Supervisor's Certification: I certify that this is an accurate statement of the major duties and responsibilities of this position and its organizational relationships, and that the position is necessary to carry out government functions for which I am responsible. This certification is made with the knowledge that this information is to be used for statutory purposes relating to appointment and payment of public funds, and that false or misleading statements may constitute violations of such statutes or their implementing regulations.

Immediate Supervisor: Peter B. Marion**Title:** Customer Support Executive**Signature:** _____ **//S//** **Date:** 8/1/05**Higher Supervisor or Manager:** _____**Title:** _____**Signature:** _____ **Date:** _____

Classification/Job Grading Certification: I certify that this position has been classified IAW Acquisition Workforce Personnel Demonstration Project broadbanding criteria.

Classification Official:

James T. Blake

Title: Program Executive Officer**Signature:** _____ **//S//** **Date:** 8/9/05**FLSA:** Exempt**Drug Test:** No**Key Position:** Yes**Sensitivity:** NCS**Reason for Submission:** New**Previous PD Number:** NA**Envir. Diff:** NA**Acq Posn Category:** A**Acq Career Level:** 3**Acq Special Asgmt:** NA**Career Spec – Primary:** NA**Cont Job Site:** NA**Financial Disclosure:** ☐ Public Financial ☒ Confidential Financial☐ Supervisor ☒ Manager ☐ Neither**Citation 1:** OPM PCS MISC ADMIN & PROGRAM SERIES, GS-301, JAN 79**Citation 2:** AWF, PDP, BLD, FEDERAL REGISTER, VOLUME 64, JAN 99**BUS Code:** 8888 **CL:** 1501**Emergency Ess:** Yes**OPM Functions Code:** NA**Status:** Competitive**Subject to IA:** No**Mobilization:** A (not required)**Career Prg ID:** NA**CAPL Number:****Acq Posn Type:** 2**Acq Prog Ind:** NA**Career Spec – Sec:** NA**Mobility:** No

ACQUISITION WORKFORCE DEMO PROJECT
POSITION REQUIREMENTS DOCUMENT

I. Organization Information:

Incumbent manages the day to day operations of the Customer Support Group and serves as the Deputy, Customer Support Executive (CSE) in the Program Executive Office, Simulation, Training and Instrumentation (PEO STRI).

II. Position Information:

Deputy Customer Support Executive, NH-0301-IV

III. Duties:

The Deputy CSE reports directly to the Customer Support Executive and is responsible for primary interface with customers and potential customers external to PEO STRI.

Specifically:

Participates jointly with the CSE as a single entry point into the PEO for all outside customers and stakeholders who otherwise do not know who to contact within the PEO. Represents PEO STRI at high level conferences and meetings with representatives of DOD, DA, ASAALT, Congress, other services, federal agencies, foreign countries, academia and private industry. Maintains high level contacts with key military, civilian and private industry officials for planning and coordinating all phases of PEO STRI customer support. Maintains continuous surveillance of modeling and simulation efforts globally to ensure the PEO is positioned competitively. Identifies and expands new business opportunities for PEO STRI in the Joint, Interagency and Multinational arenas, to ensure that the PEO is fulfilling its mission to the Army and the nation. Provides the PEO with strategic guidance based on the evolving Army mission. Functions as an Army champion for interoperability and Live, Virtual, Constructive simulation activities.

Directs PEO STRI's Security Cooperation programs. Works directly with representatives of the Defense Security Cooperation Agency (DSCA), Deputy Assistant Secretary of the Army - Defense Exports and Cooperation (DASA-DEC), U.S. Army Security Assistance Command (USASAC), Research Development and Engineering Command (RDECOM), other Major Subordinate Commands, Security Assistance Officers and foreign governments. Serves as lead advocate in the international community for pursuance of PEO STRI's international

strategy in accordance with national security and foreign policy objectives. Serves as the PEO STRI senior representative at international conferences and other forums.

Chairs the PEO-STRI International Agreements Integrated Process Team, delegated signature authority for the PEO in these matters. Develops coordinated PM/PEO international agreements that establish broad intention and framework for cooperation and other key program agreements with foreign governments, foreign and US industry. Establishes policy and framework for the implementation and management of concluded agreements.

Through a number of director and lead positions is responsible for directing and ensuring the timely execution of support mission external acquisitions carried out within the Customer Support Group. Shares the responsibility for the analysis and evaluation of external acquisitions and advises on required capabilities to accomplish objectives as set forth, indicating areas requiring assistance or revision. Establishes policies and operating procedures across the PEO and internal to the CSG for the management and transition of mission support external acquisitions. Evaluates and appraises these operations on a continuing basis to ensure objectives are reached in an effective and efficient manner. Manages a skilled workforce consisting of NH-301-III Project Directors, Customer Advocates and other support personnel. Plans, directs, coordinates, and reviews the work of the assigned personnel, both organic to the office and matrixed, engaged in carrying out assigned Customer Support responsibilities. Defines the general areas of work assignment and responsibilities and reviews completed work for technical and procedural accuracy ensuring established deadlines are met. Identifies problem areas and directs corrective action as appropriate to improve areas of performance.

Incumbent exercises centralized authority and control over resources management such as funds, contracts, priorities, schedules, personnel and facilities; and directing and controlling the work performed by the various organizations in support of projects within the purview of the Customer Support Executive. In the absence of CSE, serves fully as Acting CSE and assumes full technical and administrative responsibility. Evaluates and appraises operations on a continuing basis to ensure objectives are reached in an effective and efficient manner.

Performs other duties as assigned.

Performs the full range of administrative and technical supervisory duties. Supports an understanding of the organization's Affirmative Action/EEO Program. Ensures EEO principles are reflected in all aspects of personnel management. Assigns work and establishes priorities; evaluates performance of subordinates; gives advice, counsel, and/or instruction to subordinates on both work and administrative matters; interviews and recommends selections of candidates for positions, promotions, and reassignments; and hears and resolves complaints from subordinates. Exercises full authority as a member of the pay pool management in assessing contribution and preparing statements of duties and experience for Demonstration employees. Develops performance standards. Makes decisions on non routine costly, or controversial training needs and training requests related to employees of the unit. Approves leave. Finds and implements ways to eliminate or reduce significant bottlenecks and barriers to production, promote team building or improve business practices.

This is a Critical Acquisition Position. Unless specifically waived by the appropriate Army official, (i.e., the Director of Acquisition Career Management, the Army Acquisition Executive, or the Secretary of the Army) or if the employee is "grandfathered" under 10 U.S.C. 1736(c)(1), the following are statutorily mandated requirements (Reference: 10 U.S.C. 1733 and 1737):

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Work is timely, efficient, and of acceptable quality. Completed work meets project/program objectives. Flexibility, adaptability, and decisiveness are exercised appropriately.

Factor: 2. - Teamwork/Cooperation Level IV.

Factor: 3. - Customer Relations Level IV.

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Factor: 4. - Leadership/Supervision Level IV.

Work is timely, efficient, and of acceptable quality. Leadership and/or supervision effectively promote commitment to mission accomplishment. Flexibility, adaptability, and decisiveness are exercised appropriately.

Establishes and/or leads teams to carry out complex projects or programs. Resolves conflicts. Creates climate where empowerment and creativity thrive. Recognized as a technical/functional authority on specific issues. Leads, defines, manages, and integrates efforts of several groups or teams. Ensures organizational mission and program success. Fosters the development of other team members by providing guidance or sharing expertise. Directs assignments to encourage employee development and cross-functional growth to meet organizational needs. Pursues personal professional development.

Factor: 5. - Communication Level IV.

Work is timely, efficient, and of acceptable quality. Communications are clear, concise, and at appropriate level. Flexibility, adaptability, and decisiveness are exercised appropriately.

Determines and communicates organizational positions on major projects or policies to senior level. Prepares, reviews, and approves major reports or policies of organization for internal and external distribution. Resolves diverse viewpoints/controversial issues. Presents organizational briefings to convey strategic vision or organizational policies.

Factor: 6. - Resource Management Level IV.

Work is timely, efficient, and of acceptable quality. Resources are utilized effectively to accomplish mission. Flexibility, adaptability, and decisiveness are exercised appropriately.

Develops, acquires, and allocates resources to accomplish multiple project/program goals. Formulates organizational strategies, tactics, and budget/action plan to acquire and allocate resources. Optimizes, controls, and manages all across projects/programs. Develops and integrates innovative approaches to attain goals and minimize expenditures.

Security Clearance and Travel Requirements

Incumbent must be able to obtain and maintain a Secret security clearance.

May be required to travel within the U.S./overseas by commercial aircraft. TDY may be required 30-50% of the time.

Knowledge, Skills, and Abilities (KSAs) For Qualification Purposes

Knowledge of policies, programs, organizations, functions, resources, and legislation affecting the program(s) and the organizations studied or served, and related customers, functions, resources, and users

Ability to establish and maintain relationships with key individuals/groups outside immediate work unit including senior executives and General Officers at DA HQ and elsewhere

Ability to represent and serve as spokesperson for the organization with senior executives and General Officers at DA HQ and elsewhere

Ability to stratify resources against approved programs; to plan, present, and execute budgets; to analyze impacts on programs; and to forecast long term funding requirements

Ability to plan and execute complex, multi-faceted projects within established financial and time constraints

Knowledge of current modeling and simulation principles, techniques, processes, regulations, and policies

Knowledge of DOD acquisition and life cycle management policies, procedures, and practices

Ability to advise others

Ability to negotiate

Ability to communicate orally and in writing

Ability to meet and deal with customers using a high degree of tact and diplomacy

Ability to supervise and lead others.

Ability to organize and lead special (study/project) teams and task forces with members from different organizations and commands

Knowledge of Security Assistance policies and procedures and sequential actions to effectively manage oversight of an FMS program